

Workforce &amp; Career Development Division

## Director's Corner

Wishing you and your families a  
safe, prosperous and  
Happy New Year!

~Sandy Miller, and the  
WCDD Central Office Staff

## WorkFirst LEAN Updates

During the week of December 9-13, a select group of WorkFirst-affiliated ESD staff, supervisors and administrators partnered with their DSHS counterparts to focus on reducing “churn”, or repeated refer-backs, among WorkFirst participants in ESD job search. By week’s end, the group had identified a number of issues contributing to the high churn rate, including inadequate peer-to-peer and staff-to-participant communication, lack of standardized referral and refer-back processes, inconsistent job-readiness criteria and assessment, and lack of motivational engagement of participants. [Read more...](#)

## USDOL Awards Pacific Mountain WDC a 2-year NEG

The U. S. Department of Labor recently awarded a two-year, \$5,586,385 National Emergency Grant (NEG) to the Pacific Mountain Consortium to assist approximately 900 transitioning military personnel from Joint Base Lewis McChord, the largest military installation on the West Coast. The grant will provide transitioning military personnel from the base with case management, supportive services and training needed to help them translate and apply the skills they acquired through military service to the civilian workforce. For more information, you may read the [USDOL's press release](#).

## HCTC Program Expires

USDOL just released Training and Employment Notice 15-13 to expand awareness of the expiration of the Health Coverage Tax Credit (HCTC) program on January 1, 2014. Beginning January 1st, every eligible TAA recipient will be responsible for paying their full health coverage premium without HCTC. WorkSource policies will be updated as needed to reflect this expiration. Additionally, [TAA Policy 3030 Revision 3](#) has been archived, and information about HCTC has been removed from the [TAA-FAQs page](#) on the Employment Security website.

## Policy Advisory Committee (PAC) Updates

The PAC is scheduled for a January 7th meeting in SeaTac to build on the momentum established during the December webinar meeting. Here’s an update on the committee’s current projects:

- WCDD is finalizing the WorkSource Information Notice (WIN) that establishes a framework for standardizing common definitions in policy guidance. This WIN, with the attached definitions, will be sent to the Washington Workforce Association (WWA) and ESD’s regional directors for review.
- The Monitoring Policy has been revised to outline the difference between general monitoring activities and compliance monitoring. The PAC will review the revisions on January 7th. [Read more...](#)

## WorkFirst LEAN Updates *(cont. from page 1)*

The group then set about identifying and proposing solutions around improving communication at all levels, standardizing work and better motivating participants. Discrete work teams will strive to implement these solutions over the next 90 days in coordination with improvements that will be implemented specific to the internal [ESD WorkFirst LEAN project that was completed in November](#).

### New Policy Guidance

Grant Application and  
Endorsement Requests  
[WIN 0051](#)

## Policy Advisory Committee (PAC) Updates *(cont. from page 1)*

- The Common Measures Policy is next on the PAC's priority list. The plan is to work from the existing policy ([WorkSource Policy 1002](#)) and coordinate with Systems Performance and WCDD Technical Assistance and Training.

## Data Validation Review Findings and Concerns

The Office of the Inspector General of USDOL issued a briefing paper that outlined the top management and performance challenges in 2013. Of the eight issues highlighted, two relate directly to our WorkSource system: 2) improving performance accountability of Workforce Investment Act (WIA) grants and 2) ensuring the effectiveness of Veterans' Employment and Training Service programs. For each challenge area, the paper describes the challenge, what has been done to date and what remains to be done. It is very likely that the Employment and Training Administration and Veterans' Employment and Training Service will, through their regional offices, be monitoring and engaging states as it addresses these challenges. A copy of the paper can be accessed at [2013 Top Management Challenges Facing the Department of Labor](#).

## WCDD's Lean: Getting Started (Module 1) Webinars a Success

WCDD offered several sessions of the Lean: Getting Started (Module 1) - 5 and 8 Wastes during the month of December. Feedback gathered from participants through a post-session survey tool indicated the materials were helpful to those just getting started in LEAN. In all, 253 ESD staff and 44 partner staff participated in the four sessions held so far. We are in the process of recording the session and will have it available online in mid-January.

## DVR-ESD OJT Pilot Project Ends

An on-the-job training (OJT) pilot project sponsored by the Division of Vocational Rehabilitation (DVR), through which Employment Security Department staff in seven WorkSource centers developed OJT opportunities and provided customized job preparation services for DVR clients, ended on December 31, 2013 after a two-year run. On the whole, the project produced slightly higher average hourly earnings (\$14.99) and average work hours per week (33) for DVR customers serviced through the project than for those who were not. However, the current staffing cost model was not one that DVR could sustain. DVR and ESD continue to discuss and pursue alternative models, likely based on discrete performance pay points, and will provide updates as more specifics become available.

## Additional WIA NEG Updates

The Hanford NEG closed on December 14, 2013. The Kimberly-Clark NEG ended on December 31, 2013, and the Community Partnership NEG will end on January 31, 2013. Local WDCs serving as sub-grantees should be in the process of closing out their relevant programs. Local contracts for the Boeing Dual Enrollment NEG have been finalized and funds for support services are now available through this grants for TAA-certified workers dislocated from Boeing and Boeing sub-contractors.



### *Send us your feedback!*

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